

# Enable Apple Remote Desktop

## Requirements:

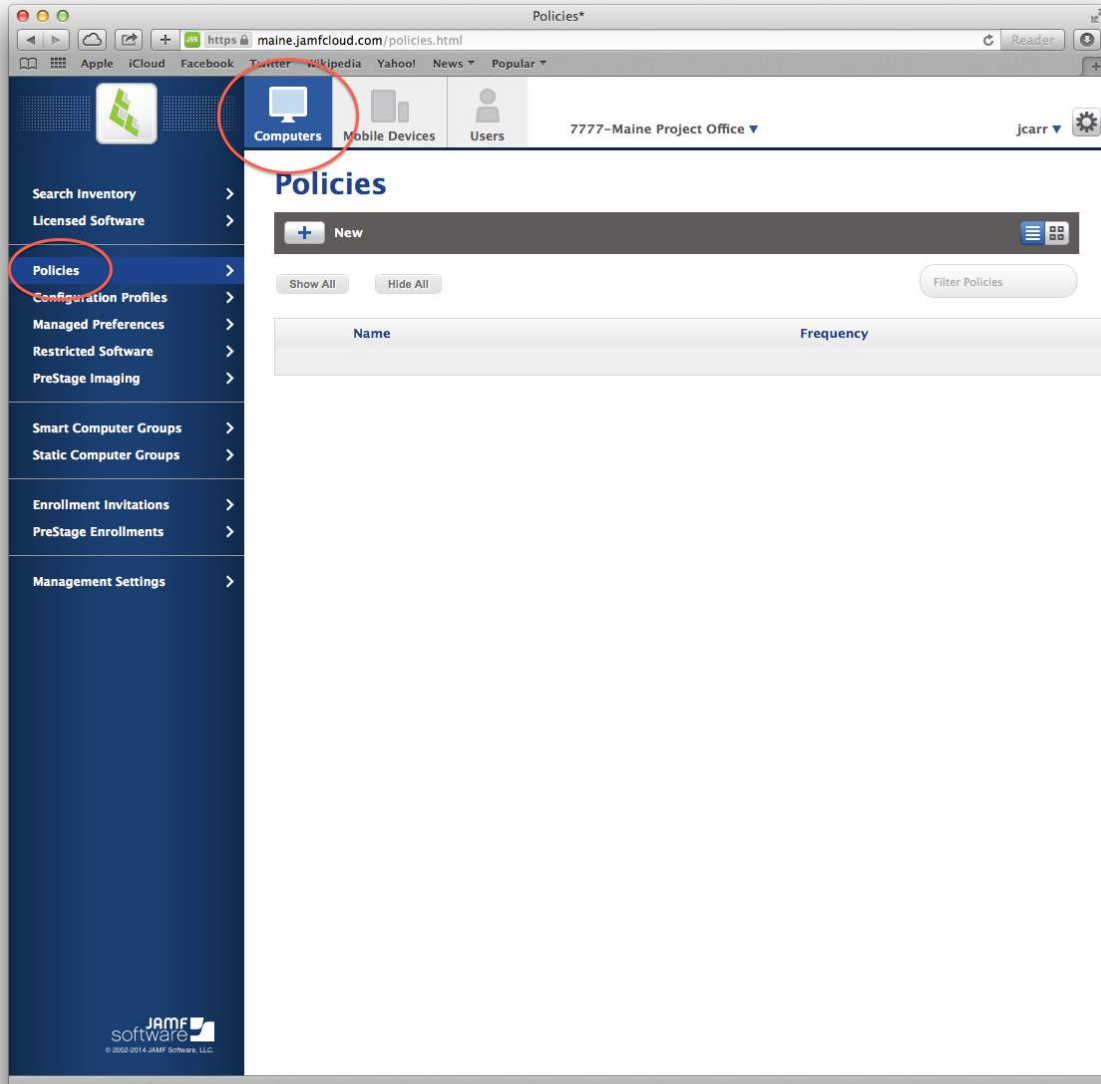
MLTI IV MacBook Air  
Active connection to public internet  
Site Admin credentials for MLTI JSS

This document describes the process to enable Remote Assistance via Apple Remote Desktop for MLTI IV MacBook Air.

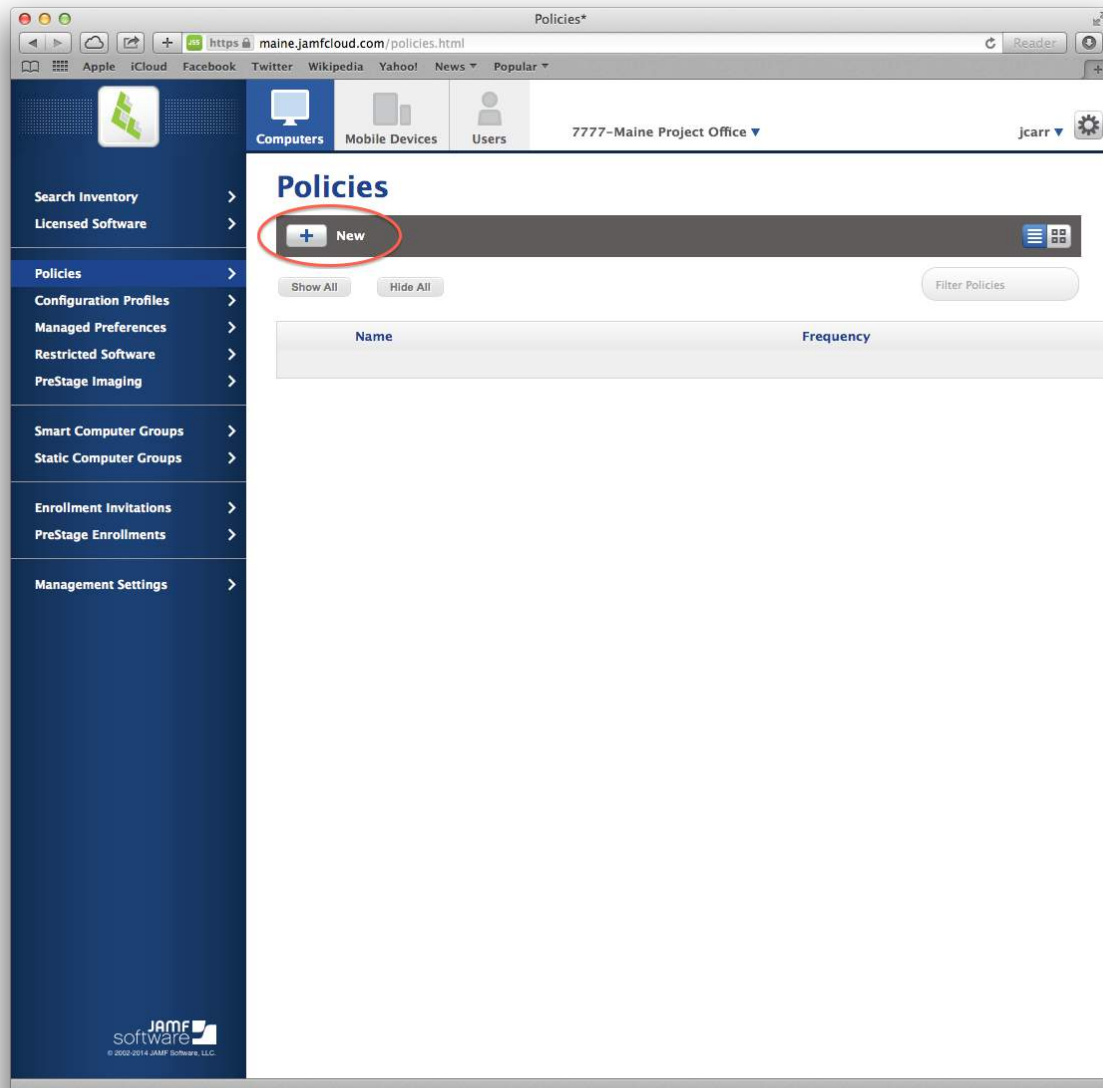
If you require additional assistance, please contact the MLTI AppleCare Help Desk at (800) 919-2775 pin 4MLTI, or <https://acbd.apple.com/mlti/>

Step One: Connect to <https://maine.jamfcloud.com> and log in.

Step Two: Select "Policies" in the "Computers" section.



## Step Three: Create new policy



## Step Four: Enter 'General' Information

The screenshot shows the 'Edit Policy' window in the JAMF software interface. The browser address bar shows 'https://maine.jamfcloud.com/policies.html?id=-1&o=c'. The left sidebar contains navigation links for 'Search Inventory', 'Licensed Software', 'Policies', 'Configuration Profiles', 'Managed Preferences', 'Restricted Software', 'PreStage Imaging', 'Smart Computer Groups', 'Static Computer Groups', 'Enrollment Invitations', 'PreStage Enrollments', and 'Management Settings'. The main content area is titled 'General' and contains the following fields:

- Display Name:** 7777-Enable Apple Remote Desktop
- Enabled:** ☒
- Category:** ARDUser
- Trigger:** ☒ Recurring Check-in (At the recurring check-in frequency configured in the JSS)
- Execution Frequency:** Once per computer
- Target Drive:** /

At the bottom of the window are 'Cancel' and 'Save' buttons.

- 'Display Name' Please prepend school code (e.g. 1234-Enable...)
- Enabled (on/off)
- Category
- Trigger ('Recurring Check-in' is the recommended option)
- Execution Frequency (do not select 'Ongoing')

## Step Five: Configure Local Account payload

The screenshot shows the JAMF Pro console interface. The top navigation bar includes links for Computers, Mobile Devices, and Users. The left sidebar contains a search bar and a list of management settings. The main content area displays the configuration for a policy titled '7777-Enable Apple Remote Desktop'. The 'Local Accounts' section is selected, showing a list of accounts on the left and a configuration form on the right. The form includes fields for Username, Full Name, Password, and Home Directory, as well as checkboxes for 'Allow user to administer computer' and 'Enable user for FileVault 2'.

Options	Scope	Self Service	User Interaction
General			
Packages			
Software Updates			
Scripts			
Printers			
Disk Encryption			
Dock Items			
Local Accounts			
Management Account			
Directory Bindings			
EFI Password			
Restart Options			
Maintenance			
Files and Processes			

### 7777-Enable Apple Remote Desktop

**Local Accounts**

Action: Action to take on computers  
Create Account

Username: Username/short name for the account  
mltiadmin

Full Name: Display name/long username for the account  
MLTI Admin

Password: Password for the account  
\*\*\*\*\*

Verify Password: \*\*\*\*\*

Home Directory Location: Full path in which to create the home directory (e.g. "/Users/username/" or "/private/var/username/")  
/private/var/mltiadmin/

Password Hint: Hint to help the user remember the password

Account Picture Location: Full path to the account picture (e.g. "/Library/User Pictures/Animals/Butterfly.tif")  
/Library/User Pictures/Fun/Chalk.tif

☒ Allow user to administer computer  
Give the user administrator privileges to the computer

☐ Enable user for FileVault 2  
Allow the user to unlock the FileVault 2-encrypted drive

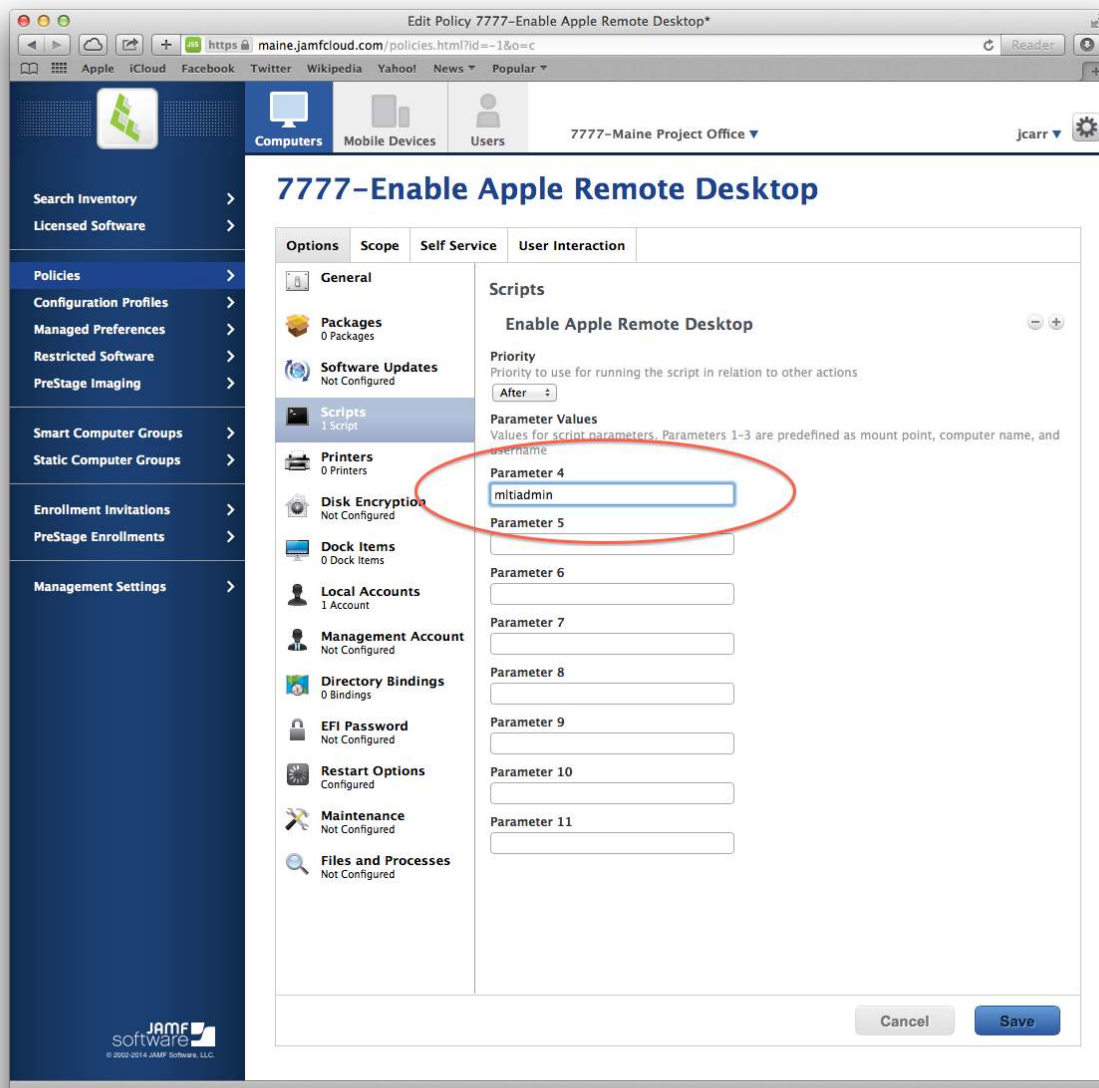
Cancel Save

- Action: Create Account
- Username (short name for local account to be created)
- Full Name (long name for local account to be created)
- Password (password for local account to be created)
- Home Directory (recommended: /private/var/[local account username])
- Account Picture Location
- Administrator (yes/no)

Step Six: Add and configure 'Enable Apple Remote Desktop' script payload



Find 'Enable Remote Desktop' in available scripts list and click 'Add'



Enter your local account short name from Step Five into 'Parameter 4'

## Step Seven: Configure Maintenance payload



Add Maintenance payload and select 'Update Inventory'



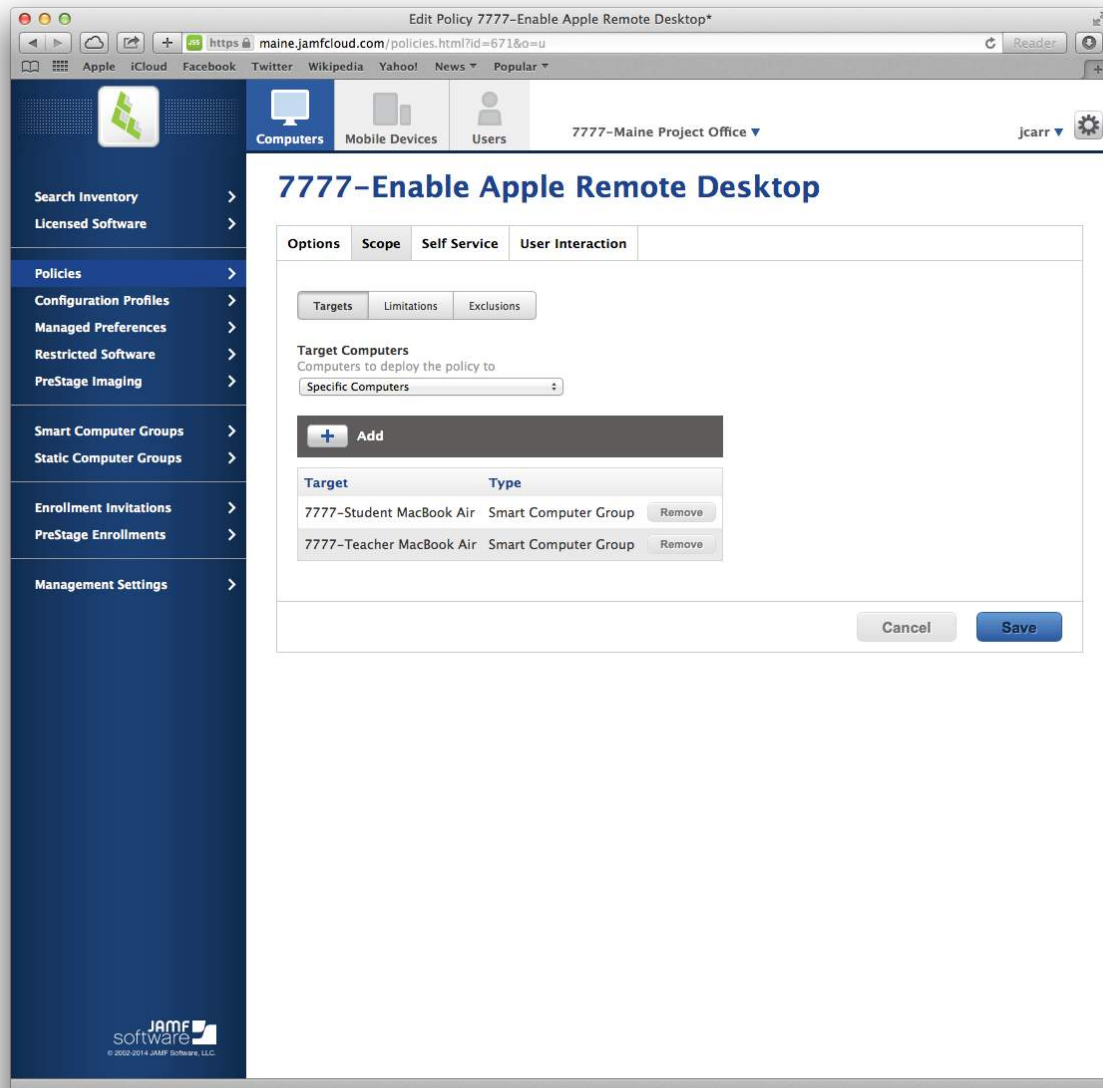
## Step Eight: Configure 'User Interaction'

The screenshot shows a web browser window with the URL `https://maine.jamfcloud.com/policies.html?id=-1&o=c`. The page title is "Edit Policy 7777-Enable Apple Remote Desktop\*". The left sidebar contains a navigation menu with items like "Search Inventory", "Licensed Software", "Policies", "Configuration Profiles", "Managed Preferences", "Restricted Software", "PreStage Imaging", "Smart Computer Groups", "Static Computer Groups", "Enrollment Invitations", "PreStage Enrollments", and "Management Settings". The main content area is titled "7777-Enable Apple Remote Desktop" and has four tabs: "Options", "Scope", "Self Service", and "User Interaction". The "User Interaction" tab is active, showing three message fields: "Start Message" (empty), "Complete Message" (containing "Remote Assistance has been enabled."), and "Restart Message" (containing "This computer will restart in 5 minutes. Please save anything you are working on and log out by choosing Log Out from the bottom of the Apple menu."). There is an "Allow Deferral" checkbox which is unchecked. At the bottom right are "Cancel" and "Save" buttons.

It is highly recommended that you add a notification after the policy has completed.

Example: "Remote Assistance has been enabled."

Step Nine: Scope the policy to device(s).



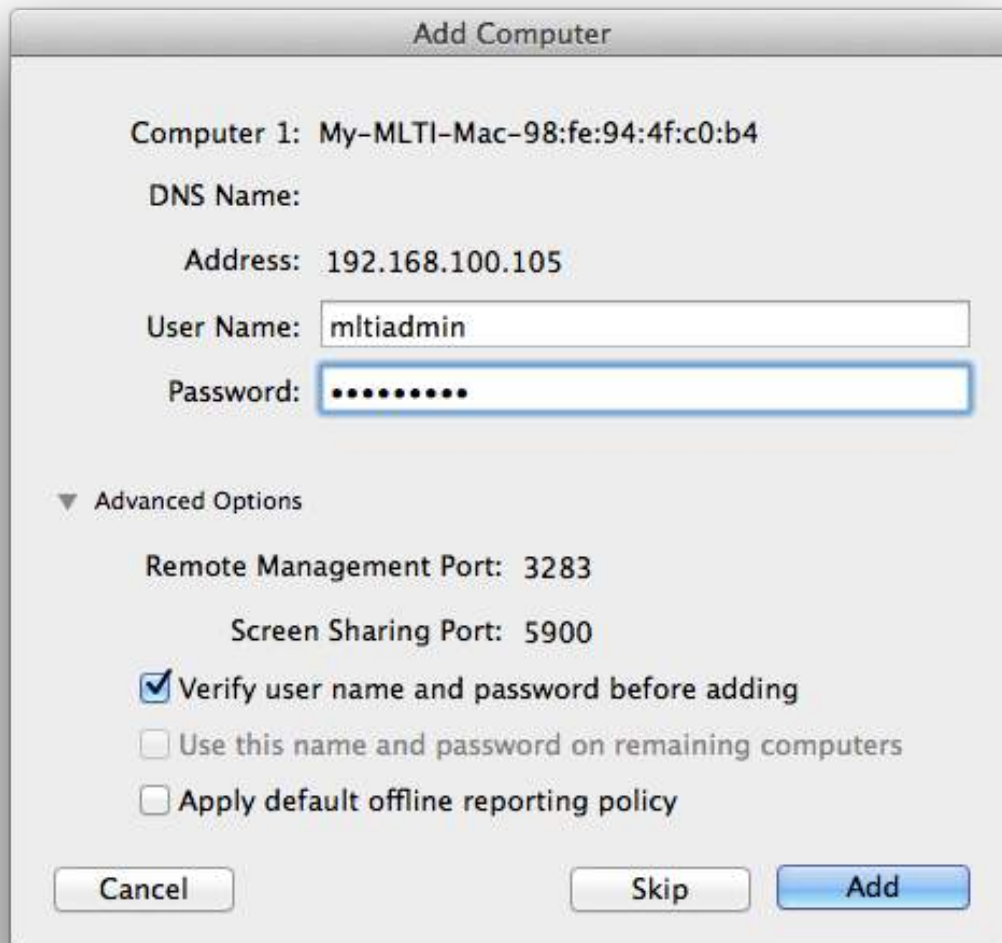
Scope the policy to a single device for testing. When you are satisfied with the behavior of the policy, widen the scope to include the desired device(s) or group(s) of devices.

Step Ten: Save the new policy.

The Enable Apple Remote Desktop policy will be applied at the next check-in (OS X devices check in every hour) for scoped devices. To expedite this process for testing, use the following command from Terminal.app on your test device:

```
sudo jamf policy
```

## Step Eleven: Add devices to Apple Remote Desktop



The screenshot shows the 'Add Computer' dialog box. It contains the following fields and options:

- Computer 1:** My-MLTI-Mac-98:fe:94:4f:c0:b4
- DNS Name:** (empty field)
- Address:** 192.168.100.105
- User Name:** mltiadmin
- Password:** (masked with dots)
- Advanced Options:**
  - Remote Management Port:** 3283
  - Screen Sharing Port:** 5900
  - ☒ Verify user name and password before adding
  - ☐ Use this name and password on remaining computers
  - ☐ Apply default offline reporting policy

At the bottom, there are three buttons: 'Cancel', 'Skip', and 'Add'.

Add your device(s) to Apple Remote Desktop using the local account username and password as configured above.

For more information or assistance with Apple Remote Desktop, see:

<http://www.apple.com/remotedesktop/>